

Davidson Region CQI Program Regional Structure

Regional Description

Davidson Region is the second largest urban region within the Department of Children's Services in Tennessee. Davidson County as of the 2010 census, population was 626,681 with the county seat being Nashville. In 1963, the City of Nashville and the Davidson County government merged, so the county government is now known as the "Metropolitan Government of Nashville and Davidson County," or is better known as "Metro Nashville". Nashville, located on the Cumberland River, has always been the region's center of commerce, industry, transportation, and culture, but it did not become the capital of Tennessee until 1827 and did not gain permanent capital status until 1843.

Nashville has earned the Nickname of the "Music City" and is evidenced by the burgeoning Country Music scene that supports country music artist worldwide. Nashville hosts the Country Music Awards (CMA's) each year honoring the biggest names in Country Music for their achievements and contributions to genre. Nashville is also home to the legendary Grand Ole Opry, Country Music Hall of Fame and most recently, the new Music City Center.

Nashville is the home of several Universities that value a strong education for all such as Vanderbilt University, along with two historical Black Universities, Tennessee State University (TSU) and Fisk University, home of the world famous Fisk Jubilee Singers. Nashville is also the home of the National Football League "Titans". Nashville host several festivals each year that cater to various taste. A popular one made famous because it is a unique food to Nashville is "Hot Chicken". Nashville is also home to the "Goo Goo Cluster".

In the Davidson Region there are approximately 305 employees in three locations with a total of seven Team Coordinators (TC), A Deputy Regional Administrator and Regional Administrator. Davidson is driven to excellence through its core values which are identified as:

1. Every Relationship Matters.
2. Every Interaction is important.
3. Treat everyone with respect.
4. Children deserve to be safe and be heard
5. We are all on the same team.
6. We value our Community Partners.
7. We respect and include Birth Parents.
8. We respect and support Resource Parents.
9. All case management activities are critical.

Davidson focuses on the family unit as a whole and believes that strong family planning comes from building and maintaining a strong support system, true integration of assessments in case planning, along with strong mentoring/coaching of frontline staff to engage families to make identified changes. This in turn fosters strong customer supports and helps to develop skilled workers, stronger leadership, and firm decision making. The Davidson region actively utilizes the Continuous Quality Improvement (CQI) teams through the use of interested employees and Community Partners around their specific

area of interest within specific practice areas. These teams are the driving force and core of the Davidson's CQI process that develops regional and individual goals by utilizing all possible available data to enhance best practice ideals within the region and problem solve identified issues through referrals from the expertise of field staff. This is important as this process allows for feedback and guidance around any identified issues.

Leadership CQI Workgroup(s)

Davidson's Regional Quality Practice Circle (QPT) meets every third Wednesday of each month at 9am until noon. The QPT is the circle where all information flows through and is disseminated to the other circles. Each circle is required to report out to the QPT each month, the projects that each circle is focusing on as well as the data streams that are being followed by each circle. The QPT functions as the circle for regional information and fosters the communication between circles about progress on issues presented to their respective circles.

The regional leadership circle is known as CLT2 (Core Leadership Team 2). This circle meets directly after the QPT meeting to address any and all regional circle issues that have been referred. This circle makes decisions for the region and decides what issues can be resolved or if it needs to refer the issues up to the Central Office Circles for clarification or resolution.

CQI Workgroups

Administrative

This circle addresses issues around office safety and the general up keep of the offices of the Davidson Region. The team consists of the Administrative support staff team members. This circle impacts the Emergency Response Preparedness Plan, Security of the offices and staff as well as any other issues that might impact the safety of customers or staff while in the offices.

Adoption

This circle focuses on the issues of adoption either with the process or helping to find ways to recruit new homes into the foster care system with the hopes of long term adoption. Recruitment is a major focus of this circle. This circle involves Community Partners some which are on the Community Advisory Board (CAB).

Extension of Foster Care

This circle is involved in working on issues surrounding those customers who are aging of the system but who are in need of long term services past their majority age of eighteen. This circle helps to develop strategies and identify ongoing informal or formal resources for this population of customers. Some CAB members as well as other Community Partners are involved with this circle as well as Resource Linkage staff.

Cross Functional

The Cross Functional Circle focuses on issues with providers and DCS around issues of placement. This circle utilizes current data to understand the occurrences of placement of the customers as well as identifying what are more needed resources for the customers we serve. This circle involves numerous Placement Providers, DCS staff and Community Partners.

Resource Parents

This circle is response for looking at the issues surrounding Resource Homes and the customers they serve. This circle is a source of ongoing information as to how to better communicate with Resource Parents about their needed supports and developing strategies to address those issues. This circle also focuses on the recruitment of Resource Homes. This circle is attended by Resource Parents, DCS Staff and the Foster Parent Advocate.

Kinship

The Kinship Circle centers on the issues of kinship care and identifying solutions to those issues. Kinship Circle works closely with Resource Linkage Staff, Community Partners, Relatives of Customers and other DCS staff to meet these identified needs.

Child Health

Child Health, formerly known as Well-being Circle, is as its name described. A complete focus on Child Health issues both physical and mental. This circle is primarily comprised of DCS Well-Being Staff who identify trends of children entering custody and give recommendations on what assessments may benefit the child. This circle tracks data around the EPSD&T and ensures that all new children presented to custody in DCS is triaged for a better course of care.

Foster Care

This circle has been re-introduced to the region and is in its beginning stages of development. This circle's primary focus is on the issues surrounding foster care workers. This circle is starting to use data to track ways to improve their day to day work in order to become more efficient. The Foster Care is also working on their Child and Family Team Meeting processes in order to increase engagement with families as well as effective case planning for the long term for the customers.

Juvenile Justice

Juvenile Justice Circle is the primary source for development of strategies for Juvenile Justice Issues that impact the region. The Juvenile Justice Circle has focused most recently on how to improve the Child and Family Team Meeting process to aid in the scoring of engagement, more effective planning for children and families as well as long term views for those customers.

Child Protective Services (CPS)

CPS Circle is tasked to focus on issues among CPS for Davidson County and ways to improve practice. The CPS unit in Davidson is the pilot program for a new CPS process statewide. Davidson CPS Circle is focused on the issues around child safety, response times, quality case closures as well as the utilization of assessments to impact case practice. The current changes in CPS within Davidson Region will impact the state as whole and issues are being addressed within this circle as they arise.

Recruitment and Retention

This Circle is dedicated to working with Local Community Partners, CAB Members as well as DCS staff to develop and enhance the current pool of foster home available to customers. This circle has worked on several community projects to aid DCS in the recruitment and retention of homes.

Regional CQI Schedule

CQI Workgroup	Regular Meeting Time	Facilitator	Scribe
Administrative	Each Quarter	Rosemary Hayes	Rosemary Hayes
Adoption	Bi-Monthly	Cassandra Jordan	Jessica James
Extension of Foster Care	Monthly	Sherry Porter	Sherry Porter
Cross Functional	Monthly	Sandra Jones	Sandra Jones
Resource Parents	Bi-Monthly	Sherry Porter	Sherry Porter
Kinship	Quarterly	Angela Bryant	Angela Bryant
Child Health	Monthly	Charlotte Rosenbalm	Charlotte Rosenbalm
Foster Care	Monthly	Raymond Jenkins	Raymond Jenkins
Juvenile Justice	Monthly	Beverly Normont	Jim Wilkins
CPS	Monthly	Tonya Christensen	Maryam Abdullah
Recruitment and Retention	Quarterly	Kathy Stripling-Terrell	Sherry Porter